

Metro Nashville Office of Family Safety

2020 Annual Report



METRO-NASHVILLE GOVERNMENT

OFFICE OF FAMILY SAFETY



Our Team

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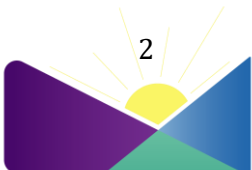
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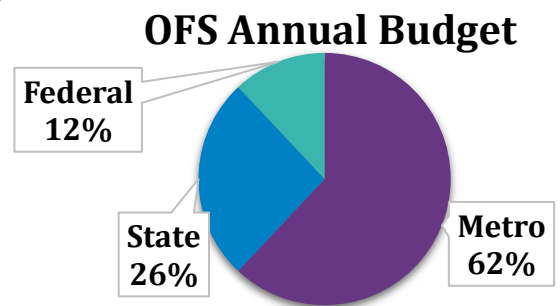


OFS 2020 ANNUAL SUMMARY

The mission of the Metropolitan Nashville-Davidson County Office of Family Safety is to increase victim safety and offender accountability by providing vital crisis intervention services to victims of domestic violence, child and elder abuse, sexual assault, stalking, & human trafficking while maintaining the emotional wellness of service providers. This is accomplished in OFS's court and community-based Family Safety Centers through client advocacy, training, outreach, multidisciplinary teamwork, & collaboration.

Ordinance number BL2015-1125 established the Office of Family Safety as a department of the Metropolitan Government on June 17, 2015.

The Office of Family Safety (OFS) is deeply appreciative of the widespread support received in 2020 from the Mayor, the Metro Council, OFS Advisory Committee members, OFS partners, and OFS grant funders – the Tennessee Office of Criminal Justice Programs (OCJP), the Office on Violence Against Women (OVW), Bureau of Justice Assistance (BJA), and the Office for Victims of Crime (OVC). This support allows OFS to continue its work, expand its reach, and improve its services. OFS's 2020 budget was **\$2,956,900**. 62% was from Metro's General Fund, 26% from State grants, & 12% from Federal Grants. **\$744,000** was distributed to non-profit partners through CARES Act Funding.

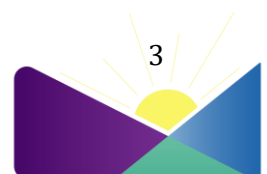


2020 was a year of adaptability as OFS continued to meet the increasing needs of victims, professional partners, and staff through citywide emergencies. This new reality began in early March 2020 as OFS was preparing for the one-year anniversary of the Family Safety Center (FSC) when a destructive tornado hit Nashville and Middle Tennessee. The Department of Children Services was displaced from damages to one of their buildings from the tornado and staff relocated to the FSC. Shortly after the tornado, the COVID-19 pandemic and "Safer at Home" orders led OFS to quickly modify service provision at the FSC to a hybrid model with full services available to both in-person clients and clients seeking services remotely. While the FSC was able to adapt to these unforeseen circumstances, the small size of the Jean Crowe Advocacy Center (JCAC) made it impossible to safely provide in-person assistance to court-based clients.

Given that not all homes are safe, OFS and its partner agencies saw an enormous increase in demand for services. Nationwide, the COVID-19 pandemic increased domestic abuse in homes by 8% (*National Commission on COVID-19 and Criminal Justice, 2021*). In Nashville, OFS experienced a **29% increase in individual clients** served and a **72% increase in visits**. While there was a great deal of devastation with the pandemic, OFS was able to find opportunities for growth and improvement. In addition to making all of OFS's victim services more accessible through remote technology, OFS was able to meet significant community training needs. With many practitioners looking for a way to improve their skills while working from home, OFS launched a robust webinar schedule, **increasing training offerings by 34%** from 2019. Additionally, while the pandemic kept OFS and its partner agencies physically separate, OFS quickly adapted its multidisciplinary meetings to virtual meetings where comprehensive case reviews continued efficiently, and systemic issues exacerbated by the pandemic could be addressed together. OFS is grateful to its staff and partners that weathered 2020 with resiliency and grace to ensure that people who experienced abuse continued to receive the comprehensive services they needed.

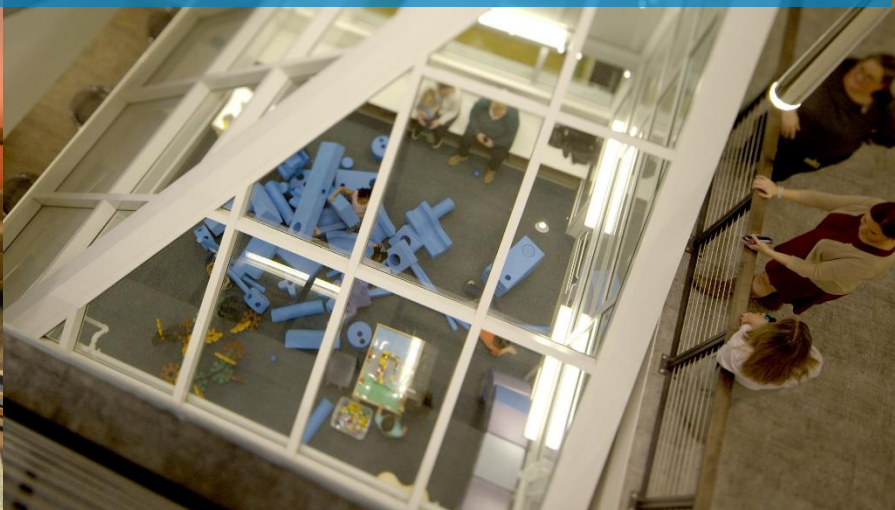
"Change was unavoidable with the pandemic, but OFS innovated and grew, making our services even more accessible for our clients."

~ Diane Lance, Metro Office of Family Safety Department Head





Nashville Family Safety Centers



OFS FAMILY SAFETY CENTERS

Nashville's Family Safety Centers provide services to individuals who have experienced interpersonal violence, including domestic violence, sexual assault, child abuse, elder abuse, stalking, and human trafficking. The two Centers provide supportive services through Office of Family Safety Advocates and multiple partner agencies, all under one roof. These services include safety planning, danger assessment, information on abusive behaviors, referrals and resources, court accompaniment, and Orders of Protection.

Nashville's **community-based** Family Safety Center (FSC) is the largest Family Justice Center in the country and houses essential onsite and drop-in partners. The FSC is located at 610 Murfreesboro Pike and is open Monday-Friday from 9 a.m.–6 p.m. for walk-in and virtual services and appointments. Emergency services are available after-hours and weekends. **Phone:** 615-880-1100 **Email:** FSCINFO@jjs.nashville.org.

The Jean Crowe Advocacy Center (JCAC) is the only fully **court-based** Family Justice Center in the country for clients who have cases in criminal and civil courts. The JCAC creates a supportive environment for clients to receive services while waiting for court apart from their abuser. The JCAC is located at the Ben West Building at 100 James Robertson Parkway, Suite 114, and is open Monday-Friday, 8 a.m. - 4 p.m. **Phone:** 615-862-4767 **Email:** jeancroweadvocacycenter@nashville.gov

Family Safety Centers Partners:

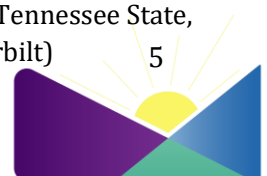
The Office of Family Safety and its Family Safety Centers have multiple co-located and drop-in partners that help provide wrap-around services all one safe location. These include the following:

Co-located & Drop-In Partners:

- MNPD Family Intervention Program (FIP)
- Metro Nashville Police Department (MNPD) Domestic Violence, Youth Services, Sex Crimes, and Vice Units/Divisions
- Department of Children's Services (DCS)
- Office of District Attorney General (both Centers)
- Davidson Co. Sheriff's Office & Archangel Security
- Juvenile Court
- AGAPE Morning Star Sanctuary
- FiftyForward Victory Over Crime
- Human Animal Bond in TN (HABIT)
- Legal Aid Society TN & Cumberlands (both Centers)
- Mary Parrish Center (MPC)
- Nashville Children's Alliance (NCA)
- Sexual Assault Center (SAC)
- TN Coalition to End Domestic & Sexual Violence
- YWCA of Nashville & Middle TN (YWCA-both Centers)
- Catholic Charities
- Centerstone
- Conexión Américas
- Dept. of Veterans' Affairs, IPV Program
- End Slavery TN
- Epic Girl
- Family & Children's Services
- Martha O'Bryan
- Mental Health Co-op
- Middle TN Mental Health Institute
- Oasis Center
- Our Kids Clinic
- Park Center
- Prevent Child Abuse TN
- Tennessee Bureau of Investigation
- Tennessee State Probation & Parole
- The Next Door
- The U.S. Attorney General's Office
- Thistle Farms
- Voices for Victims
- You Have the Power
- Area hospitals (Metro General, St. Thomas, TriStar Hospitals, Vanderbilt)
- Area colleges and universities (Belmont, Lipscomb, Nashville State, Tennessee State, Trevecca Nazarene, Vanderbilt)

Community Referral & Multi-Disciplinary Team Partners:

- Metro Civil & Criminal Courts (Clerks, Probation, Judges)
- Metro Emergency Communication Department
- Metro Fire Department
- Metro General Hospital
- Metro Health Department
- Metro Nashville Public Schools
- Metro Nashville Public Defender's Office
- Metro Social Services



OFS CLIENT SERVICES

The challenges of 2020 did not interrupt OFS's ability to provide services to clients safely. In response to COVID-19, OFS Client Services staff adapted quickly and re-imagined services to best meet client needs. OFS staff increased competencies with the use of new technology and innovative service delivery models. OFS restructured the entire walk-in service process at the Family Safety Center to accommodate remote services and keep both staff and clients safe and healthy. Unfortunately, due to the small size of the Jean Crowe Advocacy Center (JCAC) and the lack of spacing on court dockets, OFS was unable to keep the JCAC open safely.

Even with these challenges, OFS continued to provide all safety-enhancing services for both fully remote clients and onsite walk-in clients. Onsite at the FSC, OFS transformed the training room into two large client rooms to allow for distancing and room for children to play. OFS "Onsite Navigators" directed clients through remote services, assisted with technical needs, and ensured clients had the resources they needed. With the JCAC closed, OFS worked with the District Attorney's Office and the Courts to distribute and post in the courthouse the number for OFS remote advocates to provide in-court text support. OFS advocates exchanged **4181 texts** with victims and petitioners in court in 2020. OFS advocates also made approximately **5273** pre- and post-court advocacy calls.



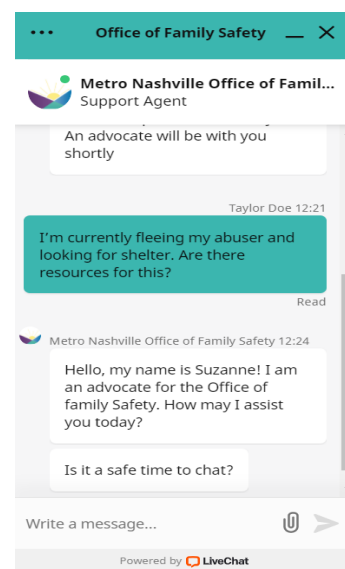
Navigator vestibule constructed for COVID-19 safety precautions (pictured OFS staff Allison Cantway & Becky Bullard, & MNP Deputy Chief Michelle Richter).



OFS "All in One" Units (pictured OFS Advocate Clare Ryan)

New technology was critical to OFS's adaptation to remote advocacy. OFS purchased multiple "all-in-one" machines that enhanced remote advocacy and utilized DocuSign to obtain signatures for Orders of Protection and releases. To reach clients that may have been unable to reach out in person or over the phone during the pandemic, OFS added a live-chat function on the OFS website and created a specialized remote service request email. A [COVID-19-specific webpage](#) and [Safety Planning Guide](#) were also created to ensure people experiencing abuse had access to safety information.

Finally, OFS created a procedure for "cold calls or texts" to former clients to check in with them and see if they had any new or ongoing needs. These cold calls or texts allowed advocates to assess safety discreetly by introducing the call's purpose as relating to tornado recovery resources, COVID-19 financial information, holiday financial resources, and safe housing referrals. This "cold call or text" model was recognized as an innovative practice during the pandemic by the [Alliance for Hope International](#), the certifying agency for Family Justice Centers (FJs). The Alliance shared the model with FJs around the country.



OFS Website LiveChat.

"I am so thankful for my advocate! She is a kind and steady rock in the storm I'm facing." ~OFS Client



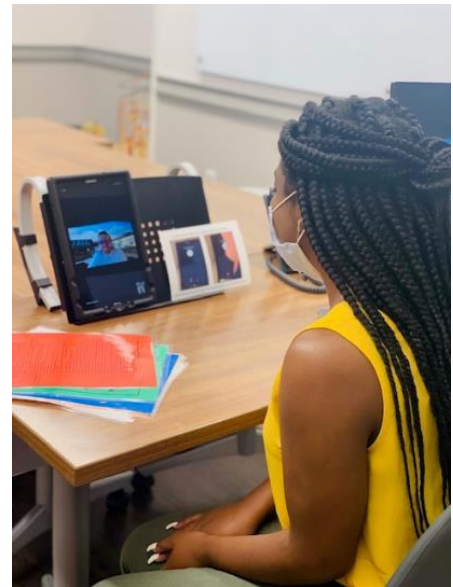
Client Visits to the FSC & JCAC

In 2020, OFS had a total of **12,179 client visits**, a 72% increase, and served **4,103 individual clients**, a 29% increase. 2,681 of these visits, or **223 per month**, were to the FSC, while 943 or **314 per month** were to the JCAC for the three months JCAC was open (January – March).

The 72% increase in client visits reflects how much more support clients living through a pandemic needed from OFS and its partners. **48%** of clients returned for **two visits** (2% increase), **19% for five visits** (375% increase), and **4% for ten visits** (1900% increase). Additionally, the 29% individual client increase is substantial considering the court-based JCAC was closed from April through December due to COVID-19.

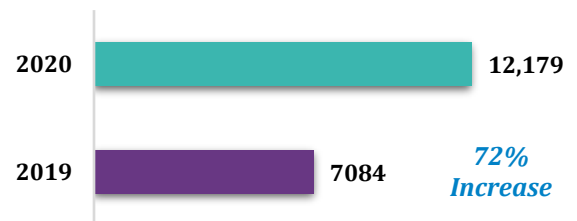
8,555 of the client visits were **remote client contacts** made via phone and text message to increase accessibility for clients who could not or did not want to come to either Safety Center in person.

A majority of clients' primary victimization continued to be **domestic violence, with 92% of clients**. However, there were significant increases in other victimizations from 2019, such as child physical abuse (510% increase), child sexual abuse (16% increase), elder abuse (69% increase), labor trafficking (550% increase), sex trafficking (50% increase), and stalking (32% increase). Additionally, **84% of clients were women**, and **16% were men** in 2020. A statistically small number of clients were transgender, and **135** clients identified as LGBTQ. **257** clients identified as having a disability.



OFS Remote Advocacy Services Example.

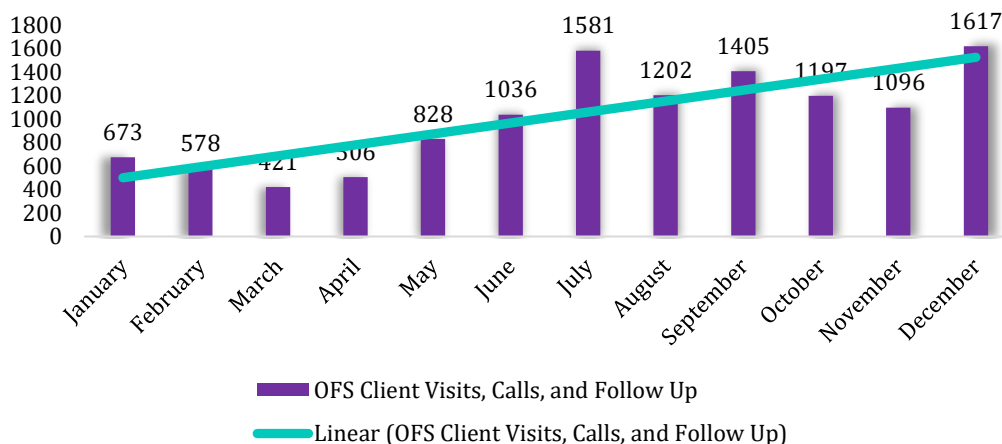
OFS Client Visits



OFS Individual Clients Served

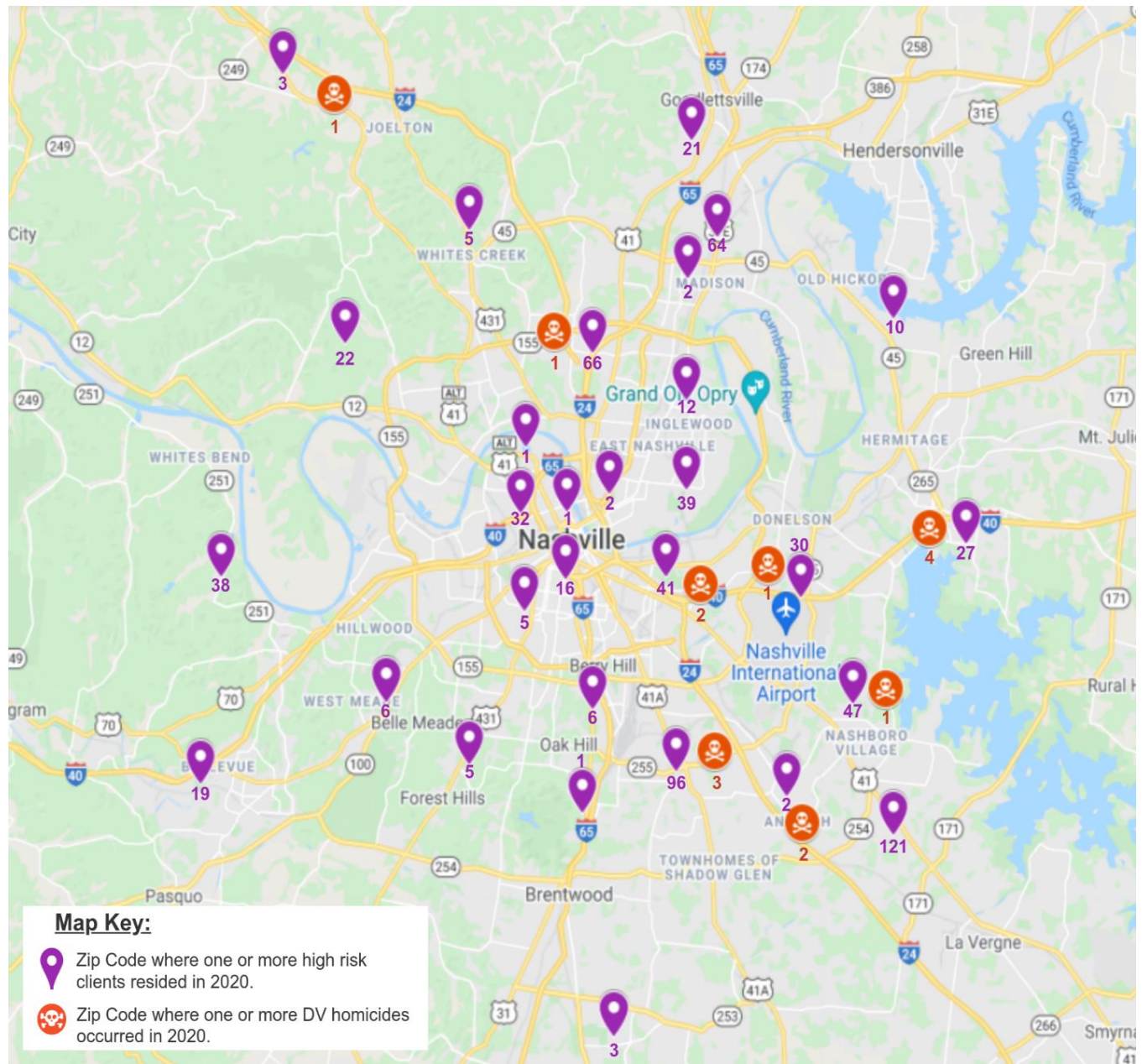


OFS Client Visits, Calls, and Follow Up



The reported ethnicity of OFS clients showed the majority of clients identified as **Black or African American at 45%**. This was followed by clients who identified as White at 37%, Hispanic or Latinx at 12%, 2% multiracial, and 1.4% Asian or Pacific Islander.

While most clients spoke English at 88%, **9.5% of clients spoke Spanish**, and **1% spoke Arabic**.



Client Safety Enhancements Provided

“Client safety enhancements” are services provided by OFS advocates that increase clients’ safety and well-being. In 2020, **29,032 safety enhancements** were provided, including the following **14,719 top tier safety enhancements**:



1,539
Orders of
Protection (OPs)



4,113
Safety Plans



1,535
Danger
Assessments



2,506
Client Information
on Power & Control



5,026
High-Risk Follow
Up

This represents a **20% increase in safety enhancements** from 2019. Additionally, OFS advocates made **60 shelter referrals, 44 Metro Social Services referrals, and 462 OFS's High-Risk Intervention Panel referrals**. The number of OP petitions completed by an OFS advocate also increased **from 27% of overall petitions to 40%**, showing the benefit of improving accessibility by providing remote OPs. OFS advocates also continued to focus on two of the highest risk indicators that exponentially increase the risk of being killed – firearms access and strangulation. In 2020, **1,018 clients received strangulation lethality information**, and only **15 clients agreed to complete a firearms identification form** with OFS advocates to assist with the legally required dispossession of their abuser’s illegal firearms.

***OFS Client Story:** A petitioner for an Order of Protection woke up the morning of court with a fever. Her case was extremely high-risk, with a very dangerous, gang-involved sex offender. She tried repeatedly to inform the court of her illness, but she was unable to. To comply with COVID protocols, she did not come to court, missed her hearing, and her OP was dismissed. An OFS advocate was able to call the clerk's office and explain the situation. Ultimately, the OP dismissal was reversed, and the case was continued instead so the client could safely attend court.*

Impact of Client Services

OFS clients receive an exit survey to provide OFS with feedback and gauge whether clients experienced feelings of increased safety, hopefulness, and healing. Clients are also able to provide feedback on what was beneficial to them during their visit and where improvement is needed.

In 2020, clients shared the impact that advocates had on them by increasing their positive feelings and decreasing negative ones. Client survey results include:



85 %
Felt More
Hopeful



76% at entry
15% at exit
Felt Nervous



5% at entry
48% at exit
Felt Knowledgeable



10% at entry
70% at exit
Felt Supported



41% at entry
3% at exit
Felt Alone



“My advocate was one of the nicest employees that I have ever worked with in any place for anything. I have been scared for my life for about a year now, but it has gotten really bad in the last 3 months... I did not realize the stress I was under until I got relief with this help and I see a light at the end. Thank you for all you do.” ~ OFS Client

Child Clients in the Family Safety Centers

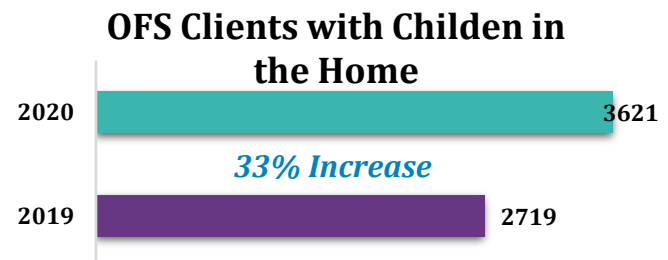
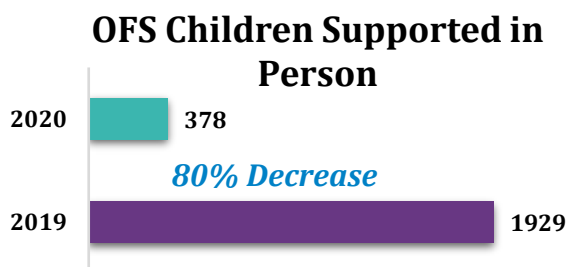
The Family Safety Center continued to prioritize efficient and effective services for child clients and family systems impacted by interpersonal violence in 2020. However, the COVID-19 pandemic significantly reduced OFS’s services geared towards children. While children still came to the FSC with caregivers, they were no longer allowed to enjoy the highlight of the FSC, the Play Pyramid. Instead, children accompanied caregivers into newly transformed, larger client services rooms equipped with easy clean toys, age-appropriate movies, and noise-canceling headphones for the caregiver’s privacy needs.



“This place is better than heaven!”

~OFS client’s child about FSC

With the dramatic increase in remote services, OFS saw an **80% decrease** in children visiting the FSC from the previous year. While the number of children that came to the FSC decreased, the number of children impacted by the services provided to their adult caregiver **increased by 33%** from the previous year.



Additionally, in 2020 OFS received grant funding for a Child Trauma Specialist to examine services for children and identify areas for growth. The Specialist worked on creating more trauma-informed processes for children and families. The Specialist also connected with OFS partners to better coordinate services for children and created specialized materials for caregivers to increase education on the impact of interpersonal violence on children and safety interventions.

Support People in the Family Safety Centers

Oftentimes, clients come to the FSC or JCAC with a supportive family member or friend. Because of Covid-19 restrictions, support people were not permitted unless there was a special need. For this reason, **461 support people** visited the FSC and the JCAC, a **decrease of 83%**.

“Encontré apoyo. Me estan ayudando a buscar consejeria para mis hijos.”

~OFS Client

Order of Protection Civil Legal Attorney (CLA) Program

Since August 2015, OFS and the Legal Aid Society of Middle Tennessee and the Cumberland (LAS) have partnered to improve access to free civil legal representation to high-risk interpersonal violence victims through the CLA Program. In 2019, AGAPE also began providing free legal representation for the CLA Program. This program creates a streamlined process for victims to apply for free legal representation for their Order of Protection (OP) hearing. Without these volunteer attorneys, victims are left representing themselves alone in court, often responding to direct questioning by their offender or offender's attorney. OFS advocates identify the highest risk cases where the OP Petitioner is unrepresented by an attorney. In 2020, OFS advocates made **316 CLA referrals to LAS or AGAPE** and streamlined the referral process. LAS provides representation with volunteer lawyers from 16 law firms, listed below:

Waller Lansden Dortch & Davis LLP, Bradley, The Cassell Firm, Law Office of Kyle Turner, Corley, Heard, Lyle, Levy & Langford PLC, Butler Snow LLP, Law Office of Erin Coleman Esq., Law Office of Heather Meshell, Sites & Harbison PLLC, Law Office of Cynthia Cheatham, Weatherly, McNally & Dixon PLC, Thompson Burton PLLC; & Middle TN Meditation & Legal Services PLLC, Robing Kimbrough Hayes, Esq., The Law Office of Janae P. Davis, Maynard Cooper & Gale LLP

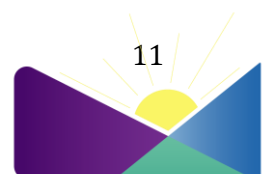
***OFS and Civil Legal Attorney Program client story:** An OFS advocate worked with a client to obtain an Order of Protection against her ex dating partner. He had cut her off on the interstate, brought his car to a complete stop, and walked into traffic. He had also strangled her, punched her, and pulled hair from her head. The OFS advocate also did a safety plan, a needs assessment, and a referral for civil legal assistance with Bass Berry and Sims, who accepted her case. After meeting with her lawyer, the client cried thanking her OFS advocate saying, "I have hit brick walls to the point of wanting to give up throughout this process and this has truly saved my life in more ways than one."*

High-Risk Domestic Violence Probation Advocate Liaison

In partnership with General Sessions Court Probation and Batterers Intervention Programs (BIPs), OFS provides advocacy to domestic violence victims whose high-risk offender is on probation. An OFS advocate reaches out to victims to ensure offenders comply with court orders pertaining to victim safety. In 2020, the OFS Advocate Liaison received **38 high-risk probation referrals** and made contact with **29 victims** in those cases. This initiative aims to reduce communication and safety gaps between an offender's probation officer and the victim. OFS typically meets quarterly with General Sessions Court Probation and BIPs to review these cases and offer the victim's perspective on the offender's lethality and any information around non-compliance with probation. However, the agencies did not meet this year due to COVID-19 and General Sessions Probation undergoing internal restructuring.

"With this being my first time dealing with things of this matter, I am pleased with the service provided. I was welcomed with open arms and left the building with a warm heart feeling that everything will be okay."

~OFS Client



FSC PARTNER CLIENT SERVICES



Onsite & Drop-in Partners



The Victor S. Johnson III
Nashville Children's Alliance
— a child advocacy center —



THE MARY PARRISH CENTER

eliminating racism
empowering women
ywca



HABI
HUMAN-ANIMAL BOND IN TENNESSEE

*Fifty
Forward.*
Love life at 50+



Legal Aid Society
of Middle Tennessee & the Cumberland

Working Together. Doing Justice. Restoring Hope



Metro Office of
Family Safety



tennessee
coalition
to end domestic & sexual violence

Office of the
**DISTRICT
ATTORNEY**
— NASHVILLE —



Juvenile Court
METROPOLITAN NASHVILLE & DAVIDSON COUNTY



Department of
Children's Services



Clients Served by Partners in the Family Safety Centers

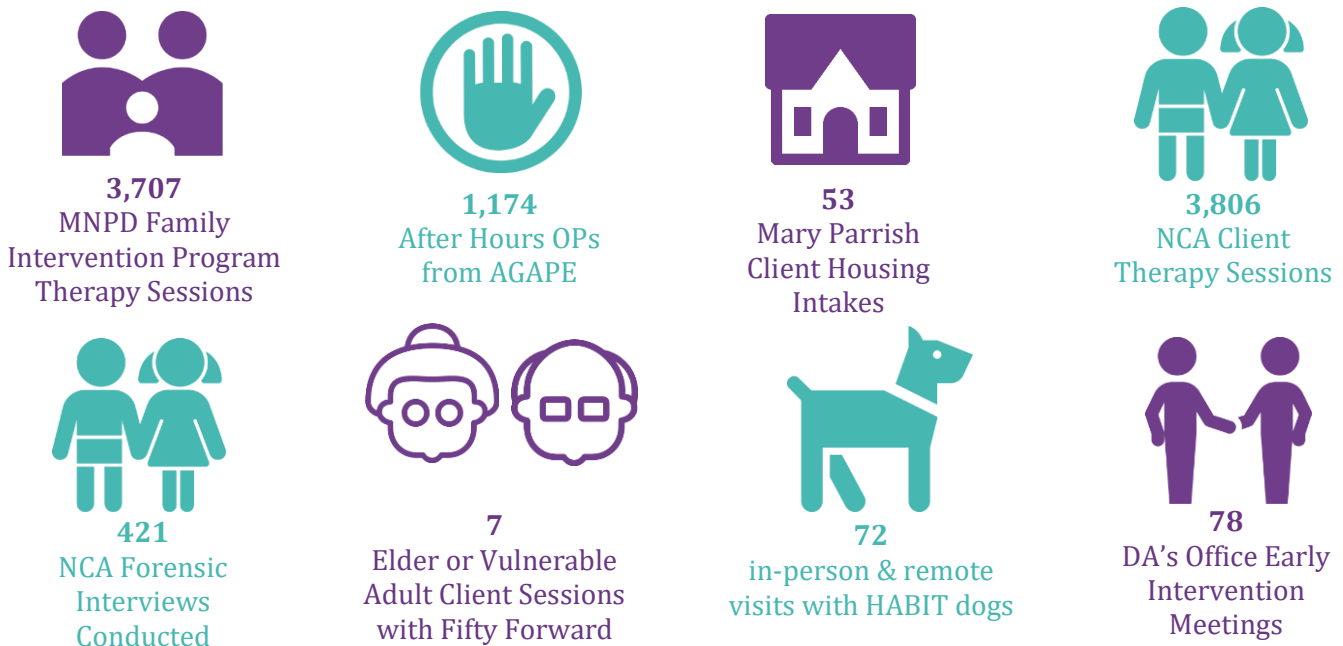
In 2020, OFS's Family Safety Centers' partner agencies did incredible work serving people who experienced interpersonal violence. With the onset of the pandemic, partner agencies found innovative ways to provide high-quality services remotely to victims and survivors of sexual assault, domestic violence, human trafficking, child abuse, and elder abuse. Even as the JCAC closed and fewer clients came to the FSC, agencies remained available for onsite emergency services for child forensic interviews and after-hours Orders of Protection. Both therapeutic and advocacy services from partner agencies continued via telehealth or other virtual systems for clients. To keep everyone informed of service modifications, OFS's partner agencies provided a panel for Nashville agencies on the "Impact of COVID-19 on Service Provision." The FSCs Leadership Committee also **met 4 times** to discuss challenges and find solutions together.



FSCs Partner Panel on the Impact of COVID-19 on Service Provision (pictured Sharon Roberson YWCA, Rachel Freeman SAC, DarKenya Waller LAS, Dawn Harper NCA, Diane Lance OFS & Becky Bullard OFS)

Referrals between partner agencies and OFS continued to provide crucial connectivity for clients to receive the comprehensive services they need. In 2020, **OFS advocates provided clients 8,263 referrals** to OFS partner agencies, and the **OFS Human Trafficking Case Manager provided 583 referrals**. Some of the most frequent referrals were to the MNPD Family Intervention Counseling Program, MNPD for Detective assistance, Legal Aid Society for legal representation, and the District Attorney's Office. **FSC partners referred 2,051 clients** to OFS in 2020, with the majority coming from **MNPD at 36%** and the **District Attorney's Office at 24%** of referrals.

In 2020, OFS onsite and drop-in partner agencies provided:



The strength of co-location was especially apparent from the perspective of client experiences. The following provides a variety of vignettes of client experiences at the FSC and JCAC to demonstrate the impact of co-location and wrap-around services.

OFS & Nashville Fire Emergency Medical Services (EMS) Partnership Story: MNPd transported a client to the FSC with her 3 small children and the OFS remote advocate learned that this client had recently been strangled. The client began having severe difficulty breathing and an ambulance was called to respond. As the mother's condition deteriorated, the onsite navigator removed the children from the room to reduce their trauma and the mother's worry and kept them happily occupied. When EMS arrived, they were very concerned that the strangulation had caused the mother to "throw a clot" and rushed her to the ER while the navigator remained with the children until the grandmother arrived. Thankfully, the client made a full recovery. As the children were leaving the FSC, the oldest child said, "This place is better than heaven!"

OFS, MNPd & DA's Office Partnership Story: A Spanish speaking client came to the FSC and because she was undocumented, she was very afraid of seeking help. Her abuser would threaten to call ICE to get her deported. After filing a police report with MNPd, the OFS advocate worked with her on an OP and connected her with MNPd's FIP Counseling program. The DA's Office worked with her and provided her with certification to obtain a visa due to the abuse she experienced. The client called the OFS advocate to tell her how grateful she was and that she felt safe and much more hopeful thanks to these services. She was pleasantly surprised there were no barriers with her not speaking English or being undocumented.

OFS & MNPd Family Intervention Program (FIP) Partnership Story: An OFS advocate was working with a client and noticed the client appeared to be having an anxiety attack. The OFS advocate reached out to a MNPd FIP counselor to speak with the client who came immediately. After speaking with the FIP counselor, the client was able to continue advocacy services. As she left the building, she told the advocate, "Thank you so much for all of your help. You are all truly incredible and I wouldn't be able to do this by myself."

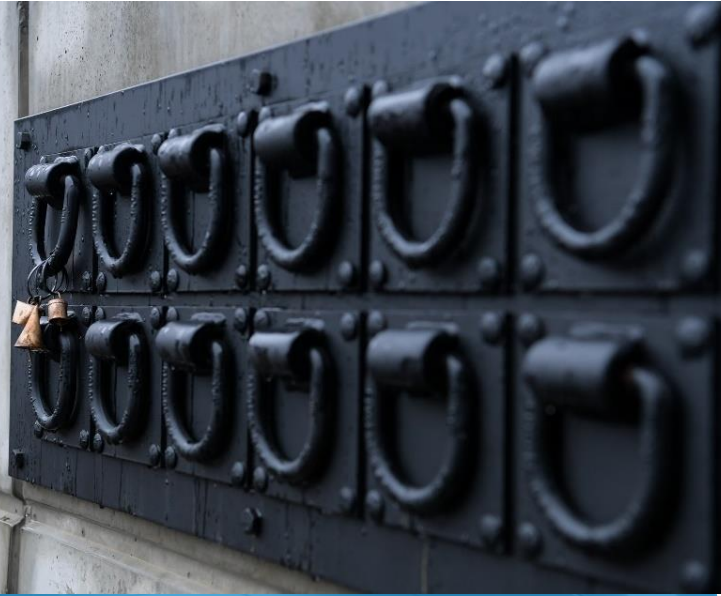
OFS, AGAPE & HRIP Partnership Story: A very high-risk client worked with an OFS advocate to obtain an OP at the beginning of the year. The OFS advocate also made referrals to safe shelter, the Safe at Home Program, Legal Aid, and the High-Risk Intervention Panel (HRIP) where her case was reviewed. After HRIP review, MNPd arrested her abuser multiple times over the course of the year and helped her remove firearms and ammunition from the home. The DA's Office was also able to have the defendant's bond revoked. AGAPE provided her with court representation, and she was granted a ten-year extension on her OP. OFS remote capabilities (particularly texting) were crucial to helping her access services and understand progress with her case because the client was not a native English speaker. The client knew she could always communicate with an advocate by text to ask questions. The client's family was also selected to receive holiday presents from community partners.



OFS & Tennessee Fair Housing Partnership Story: A woman came to the FSC seeking assistance with housing. She had been abused by her partner at her home and, as a result of calling the police, was in the process of being evicted from her apartment. Her OFS advocate worked with an attorney from Tennessee Fair Housing in order to fight the eviction and secure a safe home for her and her child.

OFS & MNPd & YWCA Partnership Story: An Arabic speaking client walked to a police station with her three children after getting kicked out of her home by the abuser. The police officer struggled to understand her due to the language barrier and called OFS where the officer and the client were connected with OFS's Arabic speaking advocate. The client and her three children did not have a place to stay, and the OFS advocate was able to get the client into the YWCA shelter. The YWCA sent a cab to the police station to get the client and children safely to shelter. After getting into shelter, the client continued to work with the OFS advocate and was able to get an Order of Protection.

OFS & Mary Parrish Center Partnership Story: An OFS advocate assisted a client at the FSC with an Order of Protection and gave her food, arranged a counseling appointment, and had a housing advocate from the Mary Parrish Center meet with her on site. As they were concluding their services, the client disclosed to her advocate that she had made the decision the night before to end her life. As the client cried happy tears, she said that the care that she received from OFS staff gave her hope and that she would continue fighting until she was safe from her abuser.



Collaboration & Teamwork



COLLABORATION & HIGH-RISK TEAMWORK

The Office of Family Safety (OFS)'s High-Risk Programs are focused on the multidisciplinary, wrap-around response to the elements of interpersonal violence that make individuals at high-risk for continued violence or death. Despite the restructuring of services in 2020 due to the COVID-19 pandemic, OFS's multidisciplinary teams continued to meet and serve the needs of high-risk victims in Nashville.

As a result of the pandemic, OFS held collaborative team meetings via Zoom throughout the year. OFS continued to engage partners, flag issues, and respond to high-risk cases through the work of its many multidisciplinary teams. Data for meetings, teams, and case reviews are included below:



In addition to the High-Risk Intervention Panel (HRIP) managed by the OFS, the Child Protective Investigative Team (CPIT) led by the Nashville Children's Alliance (NCA), the Sexual Assault Response Team (SART) led by the Sexual Assault Center (SAC), and the Vulnerable Adult Protective Investigative Team (VAPIT) led by the DA's Office regularly conducted case reviews at the FSC or through virtual meetings in 2020 when necessary.



HRIP Members wearing purple for Domestic Violence Awareness Month during the HRIP monthly meeting

Domestic Abuse Death Review (DADRT) & Statewide Fatality Review Teams

OFS manages DADRT, a collaborative team that meets monthly to analyze local domestic violence homicide trends and provides technical assistance to developing teams throughout the state. DADRT members include AGAPE-Morning Star Sanctuary, the District Attorney's Office, Legal Aid Society, Metro Department of Health, Metro Social Services, MNPDP DV Division, the Sheriff's Office, Vanderbilt University, You Have the Power, and the YWCA.



22% Increase
in perpetrators
killing with a firearm

- In 2020, there were **15 domestic violence murders**, and 13% of Nashville's total homicides were related to DV.
- In **60% or 9** of these domestic violence murders, the perpetrator killed their victim using a firearm; this is a **22% increase** over the previous five years.

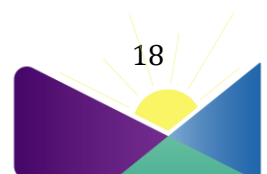
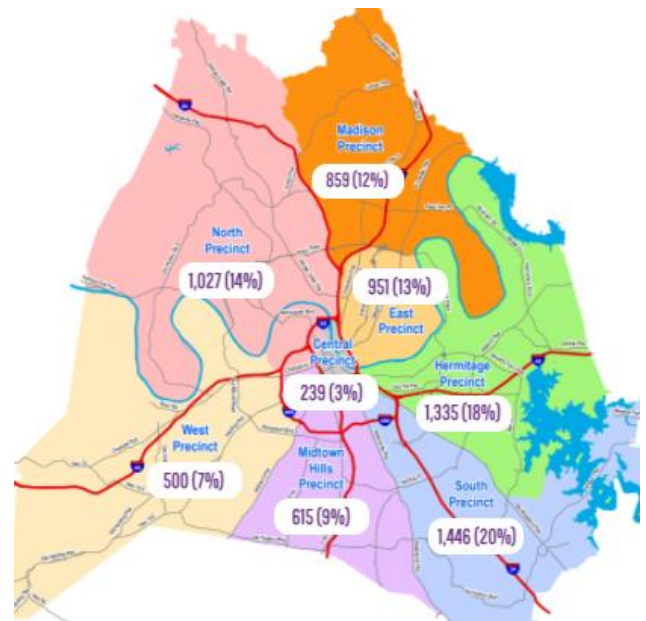
In 2020, the Team **met 7 times** and completed its 2020 case review of an intimate partner murder-suicide involving a firearm.

In 2020, OFS also convened the first meeting of the **Statewide Fatality & High-Risk Domestic Violence Committee**. The Committee met bi-monthly beginning in May of 2020 and is comprised of **22 members representing more than a dozen communities across Tennessee**. Members include leaders from law enforcement, domestic violence shelters, family justice centers, legal aid, and district attorney's offices dedicated to improving domestic violence victim safety, increasing offender accountability, and promoting the prevention of domestic violence homicides on a statewide level.

Lethality Assessment Program (LAP)

The LAP is an 11-question assessment that MNPDP officers administer to all intimate partner violence victims to determine their level of risk. In December 2016, OFS, Metro Nashville Police Department (MNPDP), and the YWCA launched the Lethality Assessment Program (LAP). If a victim screens in as "high-risk," the officer connects them with the YWCA to plan for their safety. OFS reviews all LAPs and manages multidisciplinary team intervention plans for the highest risk LAP cases.

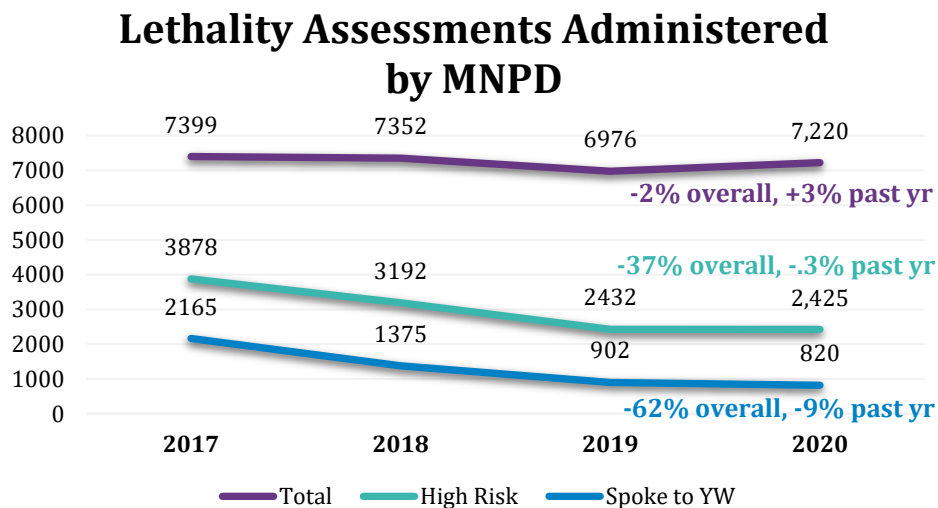
- In 2020, MNPDP administered **7,220 LAPs**, and **2,425**, or **34%**, screened in as high-risk.
- The YWCA's hotline answered **820 LAP calls**. **17%** of shelter intakes were from LAPs.
- The map (right) shows the distribution of LAPs throughout Nashville, with **Hermitage & South Precincts** seeing the highest number of LAPs administered.





- Victims answered “yes” most often to being **strangled, experiencing coercive control, and leaving the offender** (highest risk time to be killed). See questions and percent answered above.

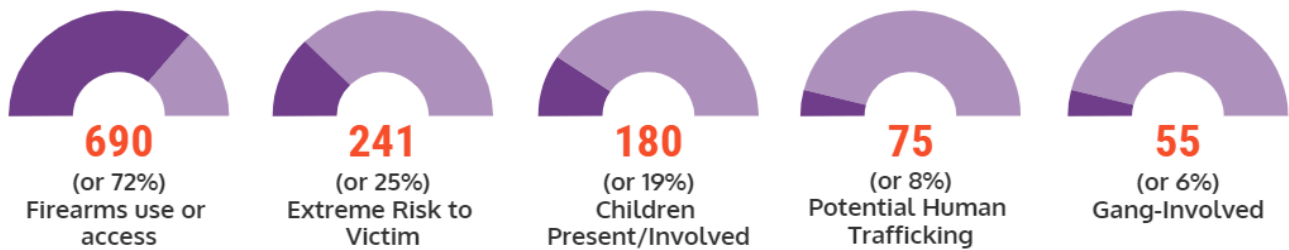
A concerning trend in LAPs is that while LAPs administered remain steady over the four years of the program, **the number of victims screening in as “high-risk” and speaking with the YWCA hotline has significantly decreased** (as seen in the graph below). This decrease in high-risk screen-ins and YWCA contact coincides with an increase in victims choosing not to answer LAP questions, possibly from repeat LAPs. OFS offered multiple high-risk webinar trainings sent to police partners that stressed the importance of the LAP and evaluating risk in these cases.



High-Risk Intervention Panel (HRIP)

OFS manages Metro’s High-Risk Intervention Panel (HRIP), a collaborative team that meets weekly to discuss the highest risk cases from the LAP, the Danger Assessment, and partner referrals to create a plan for victim safety and offender accountability. HRIP includes AGAPE-Morning Star, the Department of Children’s Services, the District Attorney’s Office, FiftyForward Victory Over Crime, General Sessions and State Probation, the Legal Aid Society, Mary Parrish Center, Metro Social Services, MNP’s DV Division, Sexual Assault Center, the US Attorney General’s Office of Middle TN, and the YWCA Nashville and Middle Tennessee. In 2020, the HRIP team expanded to include the Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF) in weekly and monthly meetings to help pursue federal charges against gun law violators.

In 2020, the Panel conducted **1,081** case reviews and met **65 times** in person or via phone. The Panel also flags specific high-risk factors to highlight the severity of risk and possible ways partners and OFS staff can take action. The following are some of the flags from the 2020 case reviews:



In 2020, OFS's HRIP team began sending a daily list to probation and parole agencies of all offenders listed on LAPs to alert them of their risk and possible probation or parole violations. OFS also began reviewing each case's Order of Protection (OP) history. OP petitions speak to a history of violence instead of a criminal warrant focused on a specific incident, so there is often detailed information about additional risk factors in the narrative. Petitioners also typically file their OP with the help of an advocate and may feel more comfortable disclosing difficult and traumatic things the abuser has done. OFS has been able to identify firearms, sexual assault, and cases of sex trafficking by reviewing clients' OPs for HRIP meetings.

Because of the importance of OPs in a client's personalized intervention and safety plan, the OFS High-Risk Team created a training for all partners and victim service providers on how to file successful OPs and write strong OP narratives. OFS also provided **7 trainings** on high-risk indicators, assessment, and response, **1 training** on the HRIP, and **trained 3 times** on Interpersonal Violence & Risk with pregnant women.

In 2020, the OFS High-Risk Team also created a [Safety Plan video](#) for victims in English and Spanish with tips on how to stay safe while in a dangerous relationship to use with OFS clients and share with partners who can use the video with their clients.



FSC & HRIP Story: A woman and her young children came to the FSC with a patrol officer to file for an OP from her husband. While at the FSC the client disclosed a long history of strangulation and assault, and a recent history of sex trafficking by her husband. The OFS Advocate connected her with a Human Trafficking Detective, the OFS Human Trafficking Case Management, and shelter. The case was referred to the High-Risk Intervention Panel (HRIP) where the client was connected with housing partners and children's advocacy groups. Through these connections with the HRIP she was able to secure safe and stable housing after shelter for herself and her family. The HRIP and OFS Human Trafficking Case Manager supported her through criminal hearings with her husband to ensure the continued safety of the client and her children.

Domestic Violence & Firearms Dispossession Taskforce

OFS manages the Domestic Violence & Firearms Dispossession Taskforce, which includes the Courts, the District Attorney's Office, General Sessions and State Probation, MNPD, and the Sheriff's Office. Firearms should be dispossessed under Federal and State law after a DV conviction or issuance of an Order of Protection; however, there is no method under Tennessee law to ensure dispossession.

In early 2020, OFS met with the three General Sessions Domestic Violence Judges, who expressed a strong interest in compliance hearings on firearms dispossession. This was an enormous step forward for the

work of this Taskforce. Unfortunately, the COVID-19 pandemic backlogged court cases, and progress was unable to be made. As a result, the Taskforce did not convene fully in 2020, and barriers around implementing the Firearms Dispossession Protocol in 2020 continued to be:

- 1) **Compliance Hearings** for dispossession are not being held for General Sessions or Circuit Court cases with a lack of funding for staffing and extra dockets cited as the concern.
- 2) **Storage** issues for dispossessed firearms given the lack of liability protection for MNPD and storage space issues with Tennessee law not allowing for the destruction of confiscated weapons.
- 3) **Identification & Search Warrants** of individuals being untruthful to the Court about their firearms or dispossession and the ability to take out and serve search warrants to confiscate these weapons.

Despite the delay in creating firearms dispossession compliance dockets, OFS continued to flag daily firearms indicators for offenders on all Circuit and General Sessions OP dockets and all Domestic Violence General Sessions Criminal Dockets. These offenders are flagged for firearms evidence in criminal affidavits, OP petitions, defendant case histories, and LAPs. In 2020, OFS reviewed **10,832** criminal defendants and OP respondents and flagged **4,630 (or 43%)** as having access to firearms. As mentioned in the HRIP section, **690 or 72%** of Panel cases were flagged for firearms. OFS also conducted **5 trainings** on the lethality of firearms in intimate partner abuse.



4,630
Defendants Flagged
for Firearms

Sexual Assault Response Systems Taskforce

OFS coordinates the Sexual Assault Response Systems Taskforce to increase SANE exam access and evaluate services and responses for sexual assault victims and survivors. The Taskforce's members include the District Attorney's Office, Lacy Strategies, Metro Fire Department, Metro Health Department, MNPD Sex Crimes Unit, MNPS, Middle Tennessee Mental Health Institute (MTMHI), the Nashville VA, Our Kids, the Sexual Assault Center (SAC), the TN Coalition to End Domestic & Sexual Violence, TN Dept. of Health, and Vanderbilt Police Dept. as well as area hospitals (Metro General, St. Thomas, TriStar Hospitals, and Vanderbilt) and area colleges and universities (Belmont, Lipscomb, Nashville State Community College, Tennessee State, Trevecca Nazarene, and Vanderbilt). Due to the Taskforce's work over the last several years, there are now **5 locations** for sexual assault victims to receive an exam rather than just one. The Taskforce **met 3 times** in 2020.

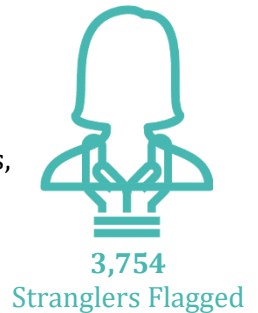
In 2020, forensic exams were provided to **210 individuals** at SAC's SAFE Clinic, **645 children** at Our Kids, **141 individuals** at Metro General Hospital, **80 individuals** at Vanderbilt Medical Center, **37 individuals** at TriStar Skyline Medical Center, and **3 individuals** at St. Thomas Midtown. Additionally, OFS served **325** clients who indicated on the Danger Assessment that their partner had forced them to have sex.

To support this Taskforce's work, OFS prepared a Sexual Assault Response Survey (to be disseminated in 2021) for sexual assault survivors who engaged with the criminal justice system, survivors who did *not* engage the criminal justice system, and practitioners who work with survivors to collect qualitative and quantitative data on Nashville's response to sexual assault. The purpose of this survey is to identify gaps in services and response to sexual assault and to receive feedback directly from survivors and practitioners on ways to improve victim safety and offender accountability. OFS hosted **1 webinar** on sexual assault and the neurobiology of trauma for FSC partners facilitated by the Sexual Assault Center.

Strangulation Response Committee

OFS created and leads the Nashville Strangulation Response Committee, which includes members from the DA's Office, Metro Emergency Communication Department, Metro Fire Department, the Metro Health Department, MNPd DV Division, and area hospitals (Metro General, Skyline, and Vanderbilt). The **Committee met 3 times** during 2020 and continued to work on a city-wide protocol for each agency's response to strangulation cases, patients, or clients.

OFS continued daily strangulation indicators flagging for defendants and respondents with docketed DV criminal cases and/or Orders of Protection. In 2020, OFS identified **3,754**, or **35%**, of criminal defendants and OP respondents as stranglers. Additionally, **670** OFS clients, or **46%**, that answered the Danger Assessment indicated their partner had strangled them. **345** of those, or **51%**, indicated their partner had strangled them to the point of unconsciousness. **54% of victims** who answered the LAP indicated their intimate partner had strangled them.



OFS wrote and distributed a “Strangulation Response Packet” to help medical providers across the city. This packet includes clear response steps for doctors and nurses treating domestic violence victims. It also includes resources to help patients find the support they need, including victim service provider referrals and brochures on strangulation, Orders of Protection, and safety planning. To increase victim understanding of strangulation, OFS debuted its [video on the Lethality of Strangulation](#) in both English and Spanish and OFS advocates gave out **1,019** strangulation brochures to high-risk clients. Additionally, OFS provided **4 trainings** on the lethality of strangulation to its partners.



Human Trafficking Collaboration & Case Management

OFS coordinates collaborative efforts on human trafficking, provides trainings to increase victim identification, coordinates events to raise awareness and donations for victims, and provides human trafficking client services, including advocacy and case management.

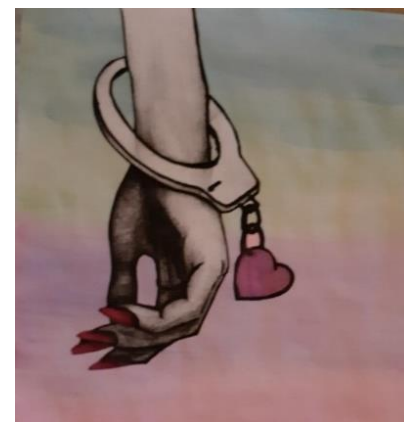
In 2020, OFS also continued to convene members of its the Anti-trafficking Collaborative of Davidson County to bring together anti-trafficking partners to enhance collaboration on labor and sex trafficking cases and services. The Collaborative has three focus areas: 1) enhancing cross-training between agencies & agency knowledge of human trafficking, 2) enhancing local law enforcement response & prosecution efforts, and 3) increasing community awareness & education events. The Collaborative held **3 meetings** in 2020, with representatives from over 29 agencies including AGAPE, the DA's Office, End Slavery TN, Epic Girl, General Sessions Judge Escobar, General Sessions Probation, Mary Parrish Center, You Have the Power, Metro Nashville General Hospital, MNPd, Nashville Children's Alliance, Our Kids, TBI, Thistle Farms, YWCA, Department of Children Services, Nashville Public Defenders, and the US Attorney General's Office.

OFS also hosted a virtual human trafficking awareness event called the “Red Sand Campaign” in July 2020 to raise awareness of how human trafficking victims can fall through the cracks. OFS worked with partners from the Collaborative to construct multiple social media posts and partner videos describing misconceptions and truths about sex and labor trafficking shared across partner social media platforms to



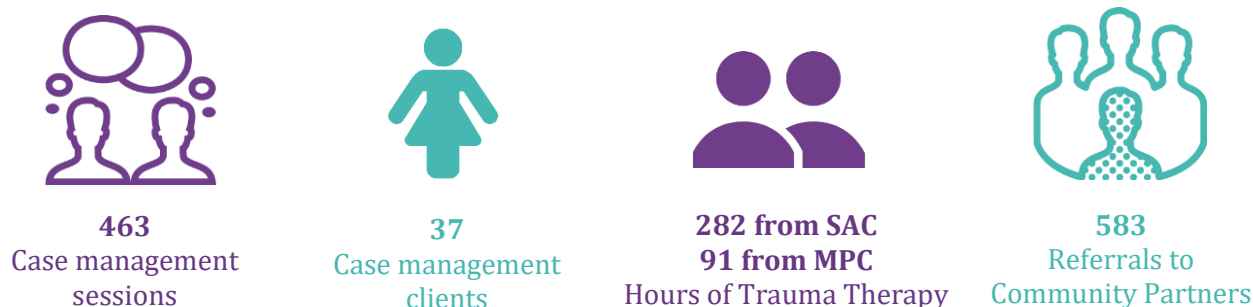
amplify messaging. OFS also hosted an expert panel on human trafficking and provided advanced training on human trafficking during this week.

In partnership with Cherished Hearts, Nashville's Human Trafficking Court, OFS also provides case management services to clients of the Court and a trauma-informed perspective to the Court Team's work. Cherished Hearts Court is a program of Metro Nashville Courts led by Judge Ana Escobar and General Sessions Probation. It includes partners from the DA's Office, End Slavery TN, Mental Health Co-Op, the Public Defender's Office, the Tennessee Bureau of Investigation, and the Tennessee Center for Change. In 2020, OFS helped to ensure the Court continued to run smoothly by setting up virtual court meetings and continuing case management for the women of the court via virtual appointments.



Artwork provided by a survivor of human trafficking for the Red Sand Campaign.

For case management and service provision, OFS provided the following in 2020:



Of the 37 clients provided case management, OFS worked with **20 victims** through the Human Trafficking Court and **17 victims** from FSC and partner referrals. For OFS's case management sessions, all sessions after March 13, 2020, were conducted virtually by phone or video conferencing. Additionally, OFS advocates identified and served **18 clients** who had experienced sex trafficking and **13 clients** who had experienced labor trafficking. Finally, OFS connected **37 clients** with COVID CARES Assistance Funds.

For events, training, and education on human trafficking, OFS provided the following:



"I know it's not my time right now, but when all of this hardship in my life is over and have completely overcome all of the damage, I would really like to find a way to thank everyone for everything that all of you do... but you especially I feel like you go out of your way and outside of what is asked of you in your job. I appreciate you so much."

~ Survivor of Human Trafficking/Case Management Client

Female Inmate Education Program or RISE

The Office of Family Safety's RISE program began in early January 2018 in partnership with the Davidson County Sheriff's Office in response to the high rates (over 80%) of incarcerated women who have experienced or will experience domestic or sexual violence in their lifetime. RISE helps participants build safer relationships through empowerment and education. OFS offers this 6-week program to incarcerated females.

RISE focuses on educating women about domestic and sexual violence with an additional focus on building healthy relationships and empowerment. Participants who finish the course receive a certificate for their achievement and community resources for safe reintegration back into society. Unfortunately, in 2020, due to COVID-19 the facilities were shut down to outside agencies for services. Due to this COVID restriction, OFS was not able to conduct RISE in 2020.



**DID YOU KNOW?
THE PRESENCE OF A
GUN IN A DOMESTIC
VIOLENCE SITUATION
INCREASES THE RISK
OF HOMICIDE BY
500%**

**WEAR
DENIM
DAY**

Training, Outreach & Community Engagement

Purple Thursday
Support survivors,
today and every day.

 Metro Office of
Family Safety

Safety is
just a
phone call
away.

During this time of social distancing,
orders of protection can be filed from
your home with the use of a computer
or smartphone with internet access.

Call us M-F | 9a-5p to learn more.

 Metro Office of
Family Safety

(615) 880-1100
ofs.nashville.gov

We start by believing.



TRAINING & OUTREACH

OFS Trainings for Metro, FSC Partners & the Community

The Office of Family Safety's Training & Outreach Program enhances community outreach and education on interpersonal violence by creating curricula around various forms of interpersonal violence. The program also works with FSC partners to standardize and improve the quality of trainings on interpersonal violence offered to Metro employees, professional partners, and the community.

With so many practitioners working from home due to the pandemic in 2020, there was a tremendous demand for training opportunities. OFS worked quickly with its partners to increase the number of trainings and training topics offered. OFS adopted a webinar format and was able to expand its reach across the state and country, improving training accessibility. OFS also created a [webinar library](#) on OFS's website to make these trainings continuously accessible. OFS also continued to train and provide technical assistance nationally. As a result, OFS increased its trainings offered by **34%** in 2020.

"I'm so happy to live and work in a place that provides assistance and training like this."

~ Training Participant

In 2020, OFS provided the following:



4,818

Total Individuals
Trained by OFS



676

Metro Employees
Trained



101

Total Trainings
hosted by OFS



10

States Represented
among Attendees



96%

Satisfied with
Training

In 2020, OFS and Nashville hosted the Alliance for Hope's annual Family Justice Center Leadership Conference virtually, bringing nationwide attention to OFS and its partners. Nashville Mayor John Cooper, MNPd Chief John Drake, FSC VOICES Committee member Karyn Johnson, and OFS Dept. Head Diane Lance spoke to the attendees about Nashville's innovative multidisciplinary work that allows OFS and its Centers to be national models for Family Justice Centers across the country.

The **FSC Training and Outreach Committee**, managed by OFS staff, hosted bi-monthly virtual meetings in 2020. This Committee brings together trainers and outreach staff from FSC partner agencies every month to collaborate, share best practices, and broaden the reach of services provided by working together. In 2020 the group produced a "Facilitating Trauma-Informed Trainings Toolkit" and a collaborative social media campaign for Domestic Violence Awareness Month. This campaign resulted in over **2,500** views of videos posted by OFS, the YWCA, the Sexual Assault Center, MNPd's Family Intervention Program, Nashville Children's Alliance, You Have the Power.



Mayor John Cooper & OFS Dept. Head Diane Lance speak at the Family Justice Center Leadership Conference hosted virtually from Nashville in December 2020.



Trainings Topics & Audiences

Topics:

- Domestic Violence, Human Trafficking & Sexual Assault
- High Risk Indicators
- Orders of Protection
- Safety Planning
- Strangulation Prevention
- Trauma Impact & Trauma-Informed
- Victim Advocacy

Audiences:

- Judges & Commissioners
- Police & First Responders
- Attorneys – prosecutors, private, defense
- Service Providers
- Healthcare Providers
- Educators & Students
- Community Members & Survivors



One of OFS's virtual trainings. (pictured OFS Training Coordinator, Amy Dunning)

***Training Spotlight:** After a virtual OFS training for Metro Employees, an attendee emailed the trainer the following week to share that she was able to provide support and referrals to a loved one experiencing DV, who then came to the FSC to receive services.*

Community Outreach & Engagement

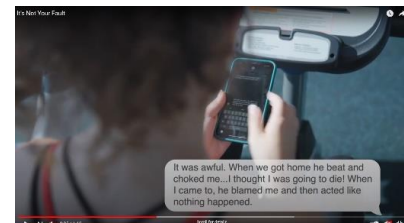
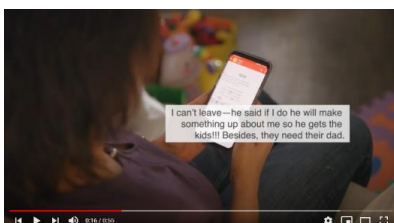
The majority of OFS's community outreach and engagement efforts took place online in 2020, which gave OFS the opportunity to expand its social media audiences and collaborate with the Mayor's Office and OFS partner agencies to raise awareness about interpersonal violence. This resulted in a 40% increase in Facebook followers from 2019, and an over 1000% increase in online reach. OFS participated in **8 outreach and awareness events** with approximately **3,104 total contacts** during 2020.

To reach interpersonal violence victims isolated due to the pandemic, OFS worked with Lacy Strategies to develop both a grassroots and a digital outreach campaign. The grassroots outreach campaign involved informational banners about the FSC utilized at the Metro Public Health Department's COVID-19 testing sites, which assisted **over 5000 people per week**. In addition, flyers were distributed to **more than 80,000** Metro Nashville Public School (MNPS) families with resources and information on signs of abuse and internal messaging for MNPS staff on how to identify abuse.

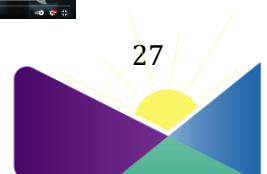
The digital outreach campaign involved social media ads and videos that reached over 350,000 Davidson County residents and were **viewed over 1.7 million times**. The ad text ensured that people knew remote services were still available and the **new PSA video series** titled **"What Goes Unsaid"** uniquely illustrated in **four new videos** how difficult it can be for people experiencing domestic violence to disclose to their loved ones. Click on the images below to watch some of these awareness videos:



OFS participated in videos for the Mayor's Office to increase awareness of services during the pandemic. (pictured OFS Advocate Enas Gerages)



Still images from the "What Goes Unsaid" PSA video campaign.



Online Engagements with OFS in 2020 include:



2,386,996
Total Online
Engagements



2,340,567
Facebook Reach



6,830
Video Views



15,266
Website Users

Vulnerable & Marginalized Community Outreach

In 2020, OFS worked with professional partners to expand outreach to underserved communities, specifically Hispanic and African American communities. To increase awareness and accessibility, OFS provided weekly onsite advocacy at the Hispanic Family Foundation (HFF) and resource connection at Legal Aid Society's Immigration Legal Clinics until both partners stopped in-person work in mid-March. Also, in 2020, OFS formed a Hispanic Outreach Committee to strengthen the network of service providers, increase cultural competency, provide more seamless service delivery, and increase community outreach to the Hispanic community. OFS partners on this committee include the YWCA, MNP, the Legal Aid Society, the DA's Office, Conexión Americas, and AGAPE.

During 2020, OFS created strong working relationships with Spanish-speaking radio stations La Ranchera 880, El Jefe FM, and WDYO 104.1 FM. OFS was also a guest on the Sexual Assault Center's talk show "Talking and Learning about Sexual Violence," broadcast on Nashville Noticias, an online newscast in Spanish, which reached **3,600 viewers**. These Spanish-speaking media opportunities provided a great platform for OFS to inform communities across the county about the accessibility of OFS's services.



4
Spanish Talk Shows
7,895 views

In addition to working with the media, OFS participated two events for immigrant and refugee communities and distributed materials to **107 community members** before in-person events were cancelled due to COVID-19. OFS also coordinated **3 specialized trainings** to support partner agencies serving immigrant and refugee communities, including *Working with Interpreters*, *Interacting with the Hispanic Community Providing Services*, and *Engaging with Refugee Clients*. These trainings reached over **100 community partners**.

OFS also participated as a panelist on the **YWCA's Stand Against Racism Lunch & Learn series** entitled: "Access to Safety: How Restorative Justice Is a Valid Alternative to Traditional Criminal Justice Practices," reaching **90 participants** and "Domestic Violence in a Time of Crisis." OFS also partnered with the YWCA to cohost debriefing sessions for the Tennessee Justice Center & the Nashville International Center for Empowerment following their participation in the YWCA's 21 Day Anti-Racism Challenge, reaching **50 participants**.

Additionally, OFS coordinated a committee of OFS staff and partners from the YWCA and SAC to develop a diversity, equity, and inclusion program that will address the intersections of oppression and interpersonal violence through experiential learning workshops offered to community agencies and partners. This program is scheduled to launch in 2021.

OFS participated as a panelist for the YWCA's Stand Against Racism. (pictured OFS Director of Training Outreach & Development, LaToya Townsend)



VOICES Survivor Committee



Photo from the VOICES group January 2020 strategic planning meeting.

The Survivor VOICES Committee is the Nashville Chapter of the VOICES Survivor Advocacy Network, a national program of the Alliance for Hope International. The Nashville chapter was founded in April 2019, following the opening of the Family Safety Center. The VOICES Committee is a group “by survivors, for survivors” that informs the work of Nashville’s Safety Centers and ensures that the mission remains survivor-centered.

Even in the pandemic, the VOICES Committee expanded its reach and scope of work in 2020. The group developed and launched a [new webpage](#), hosted an online panel discussion, planned donation drives, and members spoke in **5 local and national webinars** and awareness videos. VOICES is critical to OFS’s work because it is impossible to provide helpful services to survivors without survivors letting you know how best to do it.



VOICES Member Karyn Johnson speaks at the National Alliance for Hope Conference.

FSC Tours

With the Family Safety Center being the largest of its kind in the country and the unique court-based Jean Crowe Advocacy Center, OFS staff continued to field tours and site visits at the beginning of 2020 pre-COVID-19 to groups looking to build their own Centers or with individuals interested in learning more about the Centers’ services. These tours and site visits included individuals and groups from San Diego, Alabama, North Carolina, and groups throughout the state of Tennessee such as the Tennessee Titans, Vanderbilt Law School, Belmont University, MNPd, and the District Attorney’s Office.

While in-person tours of the FSC were suspended due to COVID-19, OFS invested in creating a virtual tour option. This innovative approach allowed OFS to increase accessibility for tour guests during the pandemic and for future groups who are unable to visit the site in person. OFS hosted virtual tours with Metro employees through the Metro Connect program and hosted a tour for the **190 virtual attendees** at the National Alliance for Hope’s Annual FJC Leadership Conference.

“It was great to see how much thought and effort went into creating the Family Safety Center. I so appreciate everyone who works there and serves the community.”

~ Virtual Tour Participant



12

FSC & JCAC Tours
2 virtual & 10 in person



244

Professionals toured the Centers
210 virtual & 34 in person



3

Out of Town Site
Visits

“I was BLOWN AWAY by my tour of your JCAC location. Blown. Away. I got a tour of what I consider one of the most, if not the most, progressive, efficient, effective advocacy locations I have ever encountered, and I have seen a lot.

~ JCAC Tour Participant (pre-COVID-19)

FSC Events



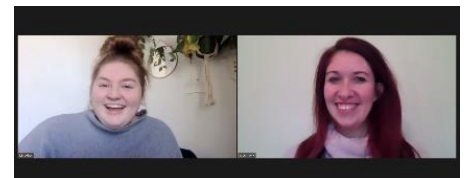
OFS Staff at the February FSC Building-Wide Social.

The beginning of 2020 brought fun events to the two centers, such as awareness days and staff socials to engage partner staff and build relationships. However, in-person gatherings came to a halt in March, and OFS staff found new ways to connect with partner agency staff virtually. This included the continuation of the FSC Book Club with **11 meetings** and the launch of the FSC Film Club, where staff could view documentaries related to the Center's work and discuss in a virtual gathering. The FSC Film Club **met 7 times**. Additionally, OFS partners at the Sexual Assault Center worked with OFS staff to organize the FSC Virtual Peer Support Collaborative, which serves as a dedicated time for staff to connect and discuss community care and individual wellness monthly.

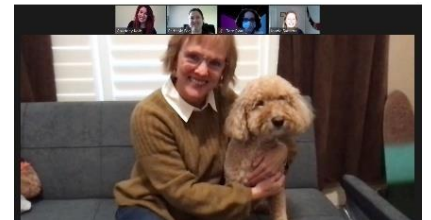
Volunteers & Interns

In 2020, **34 interns and volunteers** worked **6,607 hours** valued at **\$146,429.83** from 11 schools and 8 different majors. Interns worked both in-person and remotely and assisted with direct client services, firearms and strangulation flagging, hospitality, donation sorting and management, community outreach, research, and administrative tasks.

The volunteer program looked very different this year as OFS transitioned to work remotely. Volunteers assisted with donations and remote administration tasks to ensure the office ran smoothly for OFS clients. Additionally, the H.A.B.I.T. program volunteered and provided weekly virtual therapy dog visits.



Intern supervision took place over Zoom. (Pictured: OFS Resource Coordinator, Courtney Kolb and intern)



HABIT therapy dog, Polly and her handler, Stephanie.

Donations

In 2020, OFS received approximately **5,793 donated items** valued at **\$19,105**. In April of 2020, OFS's donation program paused temporarily due to COVID but resumed in June. Recurring donation partners included Starbucks, Whole Foods, the Produce Place, the Nashville Food Project, Triple Crown Bakery, Laura Little (Little Lady Big Cause), Costco, and Nashville Diaper Connection.

Individual (non-recurring) donations are also crucial to OFS clients. In 2020, OFS had **44 individual donors** and made **17 new donation partnerships** contribute to OFS's donation pantry, and **11 organizations** hosted donation drives, including a COVID-19 PPE drive which provided hand sanitizer, masks, and other cleaning supplies for the clients who visited the FSC.



Donations from OFS Holiday Drive.



Starbucks weekly donation of pastries, sandwiches, and coffee.



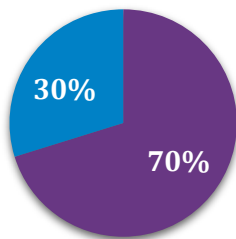
Donations from COVID-19 Cleaning Drive.

INTERPERSONAL VIOLENCE IN NASHVILLE

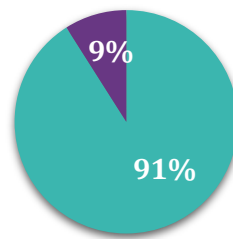
To understand the continued need for services from the Metro Office of Family Safety and its FSC partners detailed in this report, it is helpful to understand the scope of interpersonal violence in Nashville, TN.

Criminal Justice System Data Overview

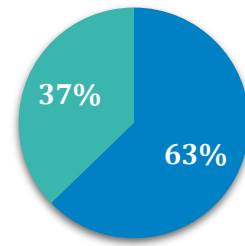
24,646 DV Cases Reported



660 Sexual Assault Reports



1,737 Child Abuse Reports

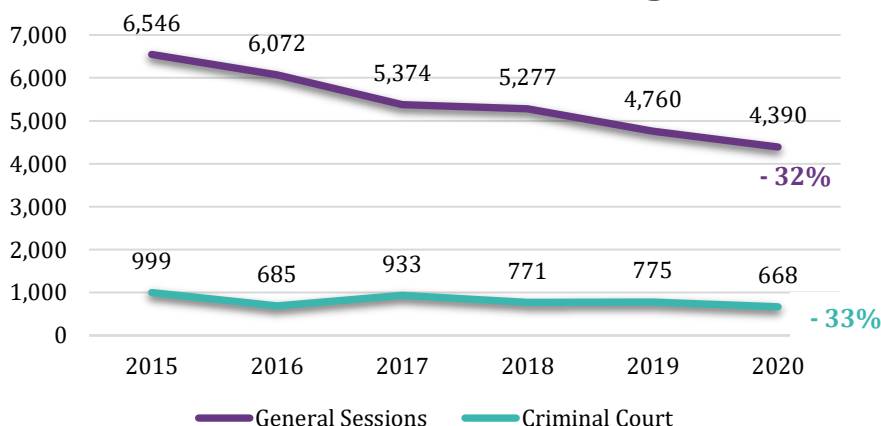


■ Intimate Partner ■ Non-Intimate Partner ■ Female ■ Male ■ Physical Abuse ■ Sexual Abuse

In 2020, the Metro Nashville Police Department (MNPD) received reports of **24,646 reports** (-.6% from 2019) of domestic violence* with **17,305** (+.8%) reports between intimate partners, **660** (+26%) sexual assault reports, **1,737** (-30%) child physical or sexual abuse reports assigned, **850** (-35%) elder abuse incidents, **9** (-10%) sex trafficking reports, and **2** (+100%) involuntary servitude reports. Not all reports resulted in criminal warrants. These numbers are also under-representative of interpersonal violence in Nashville as most victims do not report to law enforcement.

For criminal cases, Nashville does not currently collect data on all interpersonal violence trends in court; however, the **Metro Office of Criminal Justice Planning (CJP)** has analyzed domestic violence* case trends since 2015 as a recommendation of the 2013 Nashville Safety & Accountability Assessment. In 2020, the CJP reported domestic violence charges filed on **4,390 defendants** in General Sessions Court and **668 defendants** in Criminal Court. The CJP report shows a continuing downward trend in case filings on domestic violence while police reports remained relatively similar.

DV Defendant Case Filings

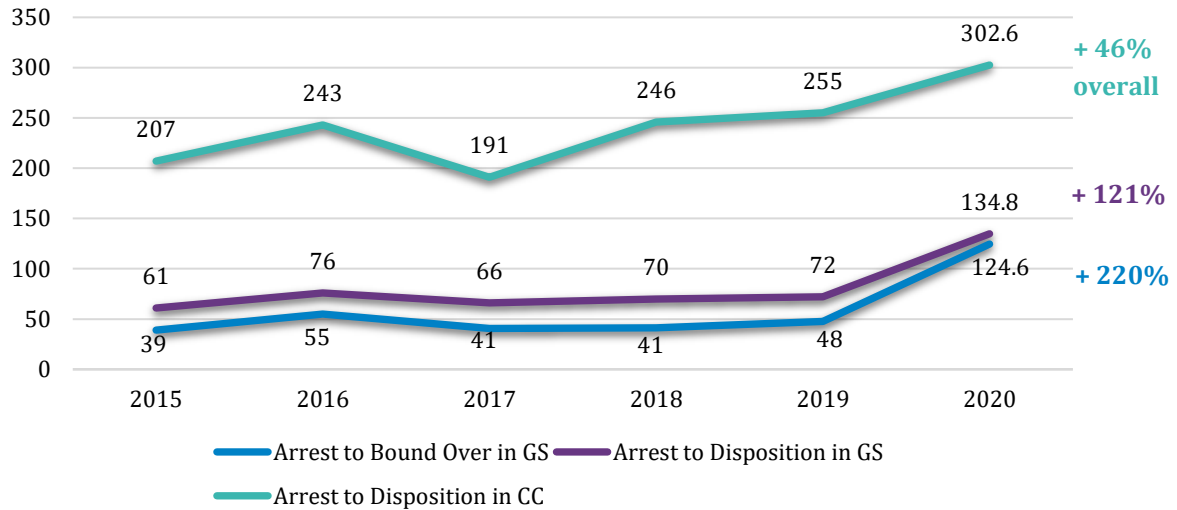


CJP data also shows rates of **dismissed or retired cases increased** in 2020 from **64.6% to 68.1%** while guilty dispositions in General Sessions Court decreased from 11.6% to 10.1%. Over the past six years, the **time between arrest and disposition** of criminal

*Domestic Violence is defined in Tennessee as abuse by an intimate partner, family member, or co-habitant.



Average Length of Bond Cases in Days



cases has risen consistently, making engagement in the criminal justice system a difficult long-term experience for victims. The pandemic delayed court hearings even more drastically, creating an exponential increase in the wait for disposition on bond cases with **an average of 135 days** in General Sessions and **303 days** in Criminal Court. Unfortunately, these long waits for criminal cases resulted in long waits between ex parte Orders of Protection (OPs) and full granted orders because the OPs were made to follow any unresolved criminal case. It was not uncommon in 2020 to see an OP in this temporary status for over six months, leaving petitioners without full OP protection.

Client Services Data Overview

Medical Forensic Exam & Forensic Interview Data

The following provides a snapshot of medical forensic exams and forensic interviews provided for interpersonal violence victims in Nashville in 2020:



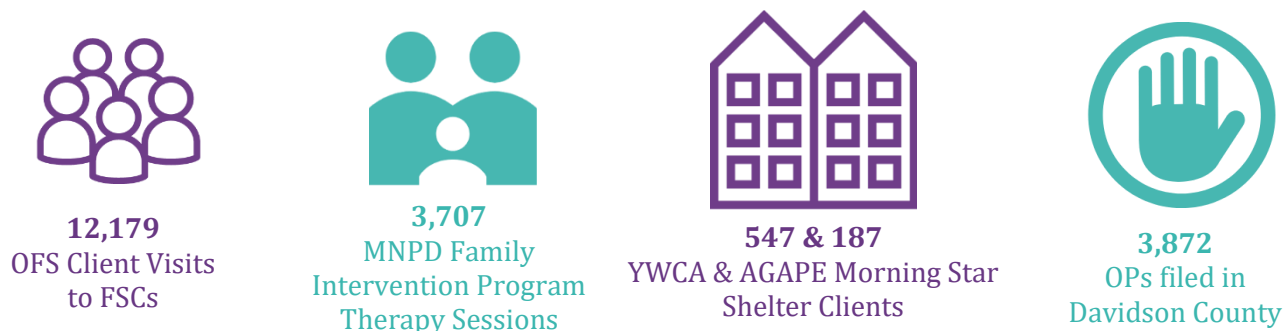
In 2020, Nashville non-profit Our Kids provided **645 children** with a medical forensic exam. The Nashville Children's Alliance (NCA), located at the Family Safety Center, conducted **421 forensic interviews** with children with suspected physical/sexual abuse.

Nashville has made significant progress in the number of locations where adult sexual assault exams are available, which continues to increase the number of overall exams provided. In 2020, **180 individuals** were served at the Sexual Assault Center's SAFE Clinic by Metro General's Traveling Sexual Assault Nurse Examiners (SANE) Team. Metro General also provided **181 additional exams** at Metro General, Skyline, and St. Thomas. Vanderbilt Medical Center provided **55 exams**.



Shelter, Therapy & Advocacy Data

The following provides a snapshot of services to interpersonal violence victims in Nashville in 2020:



Of the 3,872 Orders of Protection (OPs) filed during 2020, OFS advocates assisted with **1,539 or 40%** of these petitions. This represents a 13% increase from 2019, which is likely the result of OFS's ability to assist OP petitioners directly from their homes using remote technology. AGAPE Morning Star advocates assisted with after-hours petitions at the FSC for a total of **1,174 or 30%**. The remaining 30% of OPs were filed at Night Court, where an OFS satellite office provides self-help materials for petitioners.

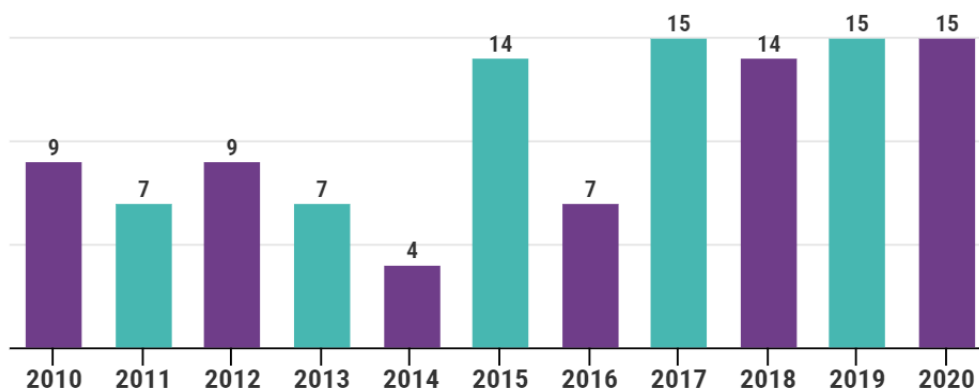
Domestic Violence Homicide Data Overview

Domestic violence homicides include the murder of an intimate partner, a roommate, or a family member. There were a **total of 15** domestic violence homicides in 2020, consistent with the average number of domestic violence homicides over the previous five years. However, COVID-19 did have a measurable impact on domestic violence homicides.

During Nashville's initial Stay-at-Home order in March 2020, intimate partner homicides **decreased by 12%** compared to the last five years. In contrast, non-intimate partner domestic homicides (primarily familial) **increased by 45%**. This increase in non-intimate partner homicides may be the result of individuals trapped in toxic family living environments due to the pandemic. While it is difficult to attribute the decrease in intimate partner homicides to any particular factor, OFS's accelerated new outreach, social media, and messaging from the Mayor's Office about the Family Safety Center and shelter partners remaining open may have contributed to this decrease.

In addition, 2020 saw a **22% increase in firearms** used as the murder weapon in these homicides. This emphasizes the importance of OFS and the DV Firearms Disposition Taskforce's continued work around firearm dispossession. To learn more about domestic violence homicide data, please see the OFS Domestic Abuse Death Review Team (DADRT) Annual Report here: <https://ofs.nashville.gov/get-to-know-us/what-we-do/high-risk-programs/dv-fatality-review/>

Total Domestic Violence (DV) Homicides in Nashville 2010-2020



CLIENT PERSPECTIVES

"My advocate made me feel as if I was her own daughter. She was empathetic, knowledgeable, patient, and overall kind. She went the extra mile for me to feel safe and to seek out of state treatment. I haven't felt this hopeful in a while."

"Ya no me siento sola, desde que he visitado la agencia. Mil gracias!!"

"My advocate was very awesome and was very knowledgeable. I feel I can actually breathe easier today. Y'all are awesome."

"Everyone I came into contact with was very caring. My advocate helped me to see that I'm not crazy and needed help. I'm looking forward to feeling safe again."



"Gracias por el apoyo. Definitivamente mis esperanzas estan puestas en Dios primero y segundo en ustedes. Dios les bendiga."

"My advocate was great, and I felt very supported. I have been very stressed about this situation with my neighbor. She understood and was a great listener. You are all doing a great job!"

"I was very happy with the service I received. I was asked how I felt. Everyone was kind. The security officer let me walk my pace to the office for the interview. He asked me if I was ok while we were walking. My advocate was very kind and patient. He was exceptionally patient when I had trouble signing the documents. He explained things to me. The next day he asked how I was. Thanks to all of you."

"Me siento muy agradecida por su ayuda y la seguridad que me brindan, mas que todo la información."



